EPSON Product Support Bulletin

Date:	April 2, 2007	Originator:	VS
PSB #:	PSB.2007.04.001	Authorization:	*kgu*
Reference:	TI 06-0491 Rev.B	Total Pages:	2
Product(s):	Expression 10000XL/1640 XL/1680/1600/800/836 XL, Perfection 3490/3590/4490/V700/V750/V100/V350/1240U/1250/1260/1640/1650/1660/1670/2400/2480/2580/3170/3200/4180/4870/4990/640U/1200U/610, GT-2500/15000/30000 series scanners		
Subject:	Scanning Application Force Quits on Mac OS 10.4		

This bulletin was created to inform you of an error that may occur when opening a TWAIN-compliant scanning application on a Macintosh computer running OS 10.4.

Description of Problem:
When launching a Twain-compliant scanning application after deleting your Epson Scan driver with an Epson Scan uninstaller not compatible with your scanner model, the application will force quit during start-up. For example, using a Perfection 4490 driver uninstaller to delete a Perfection 3490 driver will cause your scanning application to suddenly close during start-up. This issue affects the following TWAIN-compliant applications:

EPSON Creativity Suite	When pressing the Scan button, the Scan Assistant force quits
Copy Utility	Force quits during start-up
Photo Impression	Force quits during start-up
Photoshop Elements	Force quits during start-up
Photoshop	Force quits during start-up
Photoshop CS2	Force quits during start-up

This issue can also occur under the following conditions:

1) Dragging the Epson Scan folder (located in the Applications folder) to the Trash can

2) Upgrading your scanner and using the Epson Scan driver from the new scanner to delete the driver from the older scanner, and then installing the new driver

Operating Systems Effected:
Mac OS 10.4 to 10.4.9

Affected Epson Scan Driver Versions:
2.70A or later

Correct Procedure for Deleting Epson Scan Driver:

- Use the driver specifically written for your scanner model to uninstall the Epson Scan driver.
- If you have more than one Epson scanner model on your computer, use the driver specifically written for each scanner to uninstall its respective device driver.

- If upgrading from a Power PC-based Epson Scan driver to a Universal Binary driver, first delete the Power PC driver using only the Power PC driver for your scanner model. Then install the Universal Binary driver.

If the above procedure does not resolve the problem, then manually verify that the Epson Scan files and folders, listed below, have been deleted.

- EPSON Scan (in Applications Folder)
- EPSON*********.ds (****** = scanner model)---located in the Library / Image Capture / TWAIN Data Sources folder

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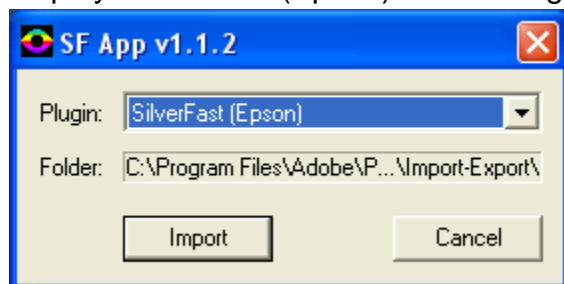|			
Date:	4/2/2004	Originator:	TC
PSB #:	PSB.2004.04.002	Authorization:	*Kas*
Reference:	N/A	Total Pages:	2
Product(s):	Perfection 3200 Series Scanner		
Subject:	LaserSoft Imaging™ SilverFast® Driver issues with Windows 2000 and XP		

This bulletin was created to inform you of an issue that can occur under Windows 2000 and XP with the LaserSoft Imaging™ SilverFast® scanner driver bundled with the Perfection 3200 Series scanners. The issue occurs on both the SilverFast Ai 6 and SE 6 plug-in drivers.
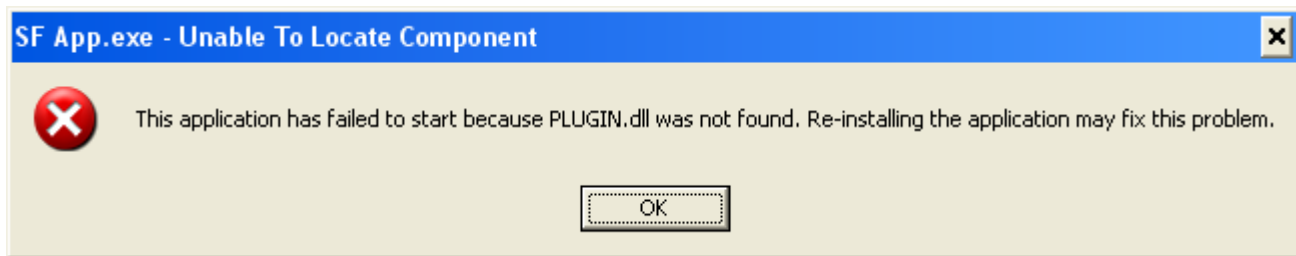
Description of Issue:

When the SilverFast scanning application (SF App v1.1.2) is first launched you see the following screen. You must click on the Drop-Down button (see red box) in order to be able to choose a PlugIn folder.
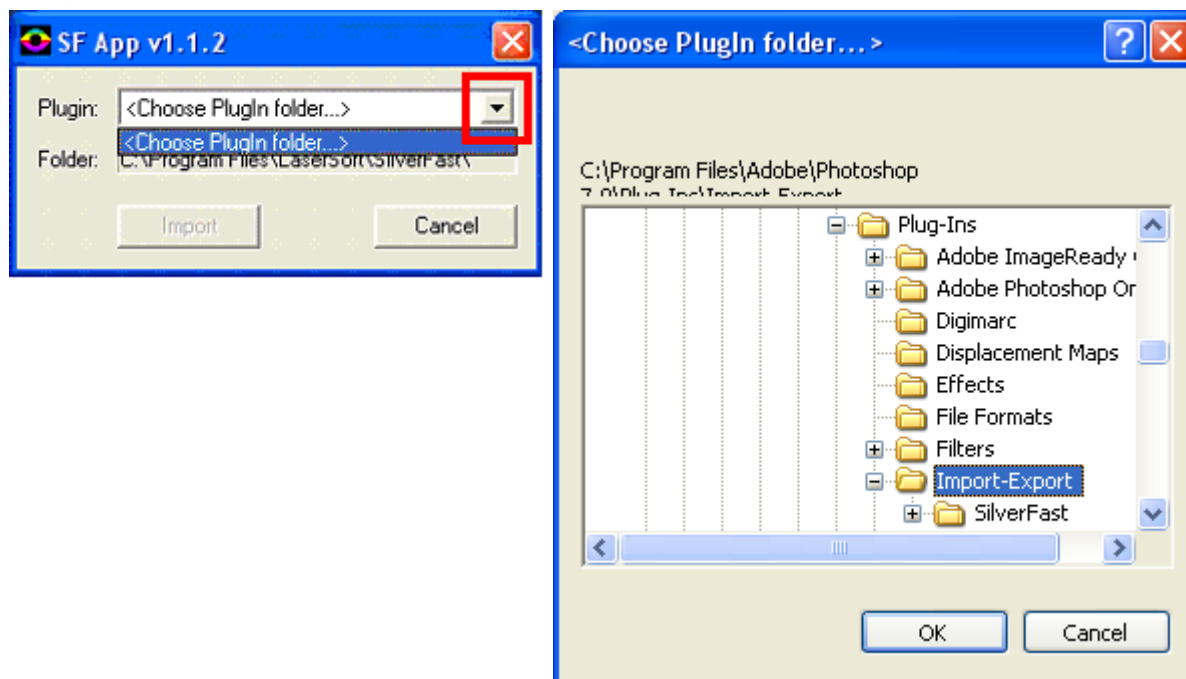
If you have installed Photoshop Elements 2.0 using the default location, the correct PlugIn folder that the SilverFast application should point to is: "C:\Program Files\Adobe\Photoshop Elements 2\Plug-Ins\Import-Export". If you do not use the default folder, then navigate to the folder you selected or created for Photoshop Elements 2 and choose the "Plug-Ins\Import-Export" folder. Once the correct PlugIn folder location is selected, the SilverFast Launcher window should display "SilverFast (Epson)" in the PlugIn window as shown in the example below.
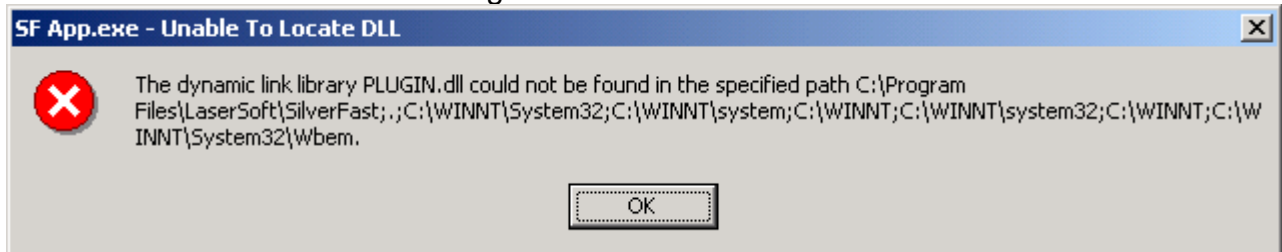
Next, if you click on the "Import" button in Windows XP, you will see the following error message:

SF App.exe - Unable To Locate Component ✕

This application has failed to start because PLUGIN.dll was not found. Re-installing the application may fix this problem.

OK

Or
in Windows 2000 the error message looks like this:

SF App.exe - Unable To Locate DLL ✕

The dynamic link library PLUGIN.dll could not be found in the specified path C:\Program Files\LaserSoft\SilverFast;.;C:\WINNT\System32;C:\WINNT\system;C:\WINNT;C:\WINNT\system32;C:\WINNT;C:\WINNT\System32\Wbem.

OK

This occurs because the "Plugin.dll" file does not get copied to the Windows "System32" folder.

Solutions and Workaround:
There are 2 solutions to fix this error. Follow the steps below.
 #1) Manually copy the Photoshop Elements "Plugin.dll" file to the Windows "System32" folder.
1. If you have installed Photoshop Elements 2.0 in the default location, the Elements "Plugin.dll" file can be found in: "C:\Program Files\Adobe\Photoshop Elements 2." Open "My Computer" and navigate to this folder. If you did not use the default folder, then navigate to the folder you selected or created for Photoshop Elements 2.
2. Copy the file and then navigate to your Windows "System32" folder. The Windows "System32" folder can be found in the Windows Operating System folder. Typically it will be "C:\Windows\System32" or "C:\WinNT\System32." Then paste a copy of the Plugin.dll file into the "System32" folder. This will prevent the Plugin.dll error from occurring.

#2) The second way to resolve this error is to upgrade the version of SilverFast. Follow the download and installation steps outlined below.
Important: You must have a valid email account and register with LaserSoft Imaging in order to get the Download password sent to you. Uninstall the original version of Silverfast **prior** to downloading and installing the upgraded version.
1. Open you browser and point to LaserSoft's SilverFast Web site at: www.silverfast.com.
2. On the SilverFast web site navigate to the "Download >SilverFast Update" page.
3. Select "Version 6" then select "SilverFast Ai 6" for the Perfection 3200 PRO, or select "SilverFast SE 6" for the Perfection 3200 Photo.
4. Next, select the make and model "Epson, Perfection 3200 Photo" (**Note:** The "Photo" model is the only model listed, even for SilverFast Ai 6 or the Perfection 3200 PRO).
5. Then select your language, Operating System and Installation Type (Photoshop Plug-In).
6. You will then be asked for your SilverFast serial number. This can be found on the sleeve of the SilverFast CD that came with your scanner. Select your download. When prompted for the username and password enter the information provided to you in the email from LaserSoft Imaging.
7. Download and install the updated version of SilverFast.

Note: The bundled version of SilverFast Ai 6 or SE 6 is (6.0.1r31.) After the upgrade it should be (6.2.0r7 or higher.)

EPSON PRODUCT SUPPORT BULLETIN

Date:	2/2/2004	**Originator:**	JD
PSB #:	PSB.2004.02.008	**Authorization:**	*Kps*/DS
Reference:	TE03-379 Rev. A	**Total Pages:**	2
Product(s):	Perfection 1670/2400/3170/3200 Series Scanners & Stylus CX3200/5200/5400/6400/Stylus Photo RX500 All-in-One Products		
Subject:	Smart Panel Compatibility on Mac OS 10.3		

This bulletin was created to inform you of issues that can occur when using Smart Panel 3.0xA and 3.10A on Mac OS 10.3 or later. Smart Panel 3.0xA (3.0A/3.00A/3.01A) is bundled with all scanner products listed above except the Stylus CX6400 and Stylus Photo RX500. These two products come with Smart Panel 3.10A.

Description of Issue:

Certain tools on the Smart Panel user interface may not work properly. When launching and/or scanning from certain applets (programs) in Smart Panel, the program may experience unexpected behavior and/or generate an error message and fail. In some cases the applet cannot launch. The following functions and applets are affected:

- On the Smart Panel main user interface, the Target Applet (Scan button assignment) window (lower left) may not function or display.

- On the Smart Panel main user interface, the Active Device (model selection) window (lower right) may not function or display.

- On the Smart Panel main user interface, the Palette Interface selection tool (bottom center) may not function or display.

- Reprint Photos—Error during launch: Unexpected error 109

- Scan and Save—you are unable to select a file type in the File Format field in the Save File Assistant window.

- Copy (Center) utility--Error during launch: This application has unexpectedly quit.

- Copy to Fax (available on All-in-One products)--Error during launch: This application has unexpectedly quit.

- Edit Text—Epson Scan may hang when scanning from Full Auto Mode.

- View and Create (3.10A)—no known issues

- Scan to Application—Error during launch: Epson Scan cannot be started. Program may also hang when trying to open a scanned image in the View Images Assistant window

- Scan to Email-- Error during launch: Epson Scan cannot be started. Program may also hang when trying to open a scanned image in the View Images Assistant window

- Business Card (3.0xA)—Error when attempting to scan: The application has unexpectedly quit.

- Epson Photo Site--Error during launch: Epson Scan cannot be started. Program may also hang when trying to open a scanned image in the View Images Assistant window.

Resolution:
Epson has released patches that fix the issues listed above. The patch files are available for download from the Epson website.

Action:
Go to www.epson.com. Click on Drivers and Downloads. Select your product model. On the Downloads page select the patch files. Follow the on-screen prompts to install the files. The names of the patch files are as follows:

Copy (Center) utility patch for Smart Panel 3.0xA and 3.10A:
Download **epson11002.sea.hqx**

Business Card patch for Smart Panel 3.0xA:
Download **epson10974.sea.hqx**

Smart Panel 3.0xA patch:
Download **epson10972.sea.hqx**

Smart Panel 3.10A patch (for Stylus CX6400 and Photo RX500 only):
Download **epson10973.sea.hqx**

Important Note: The patches have been tested to work on Mac OS 10.3 and 10.3.1. Mac OS 10.3.2 was released after these patches were posted so they only support **OS 10.3 and 10.3.1**. If you continue to have functionality issues after installing the patches, make sure you have installed the latest Epson Scan Twain drivers. Check the Epson website for the most current versions.

EPSON PRODUCT SUPPORT BULLETIN

Date:	02/2/2004	**Originator:**	TC/JD
PSB #:	PSB.2004.02.007	**Authorization:**	_Kps_/DS
Reference:	TE03-391 Rev. A & TE03-446 Rev. A	**Total Pages:**	1
Product(s):	Perfection 1670/2400/3170/3200 Series Scanners		
Subject:	Updated Epson Scan Driver Release (Ver. 1.25A) for Windows		

This bulletin was created to inform you of an updated version of Epson Scan Twain Driver (v.1.25A) and Utility for the following Epson Scanner models: Perfection 1670/2400/3170/3200 series scanners.

Description of Change:

This driver corrects the following issues for all the models listed above:

- Fixes compatibility issues when scanning from a third party program written in Delphi.
- The latest versions of the following ICC profiles are included in this driver revision.
  - EWAPPLE.ICM
  - EWCIE.ICM
  - EWPALSEC.ICM
  - EWSMPTE.ICM
  - EWSRGB.ICM
- Includes the latest DTR [Document Type Recognition] engine, v.3.66
- An error message is displayed when scanning from the Epson Scan stand-alone utility and PhotoShop in Windows 2000 and XP.
- Fixes "black image" output issue when scanning in Full Auto Mode with "Newspaper" selected.
- Improves sharpness when applying the marquee tool to cut an image in two.
- Applies correct values to a scanned image when using the Gray Balance Intensity tool in the Histogram Adjustment dialog.
- Allows Epson Scan to properly launch in Windows XP when this operating system is formatted in the NTFS file system.

Perfection 1670 Photo only:
Corrects an issue where one or more custom settings did not return to the default after using the Reset buttons.

Perfection 3170 Photo only:
Fixes cropping issues that may occur when using the Auto Marquee tool.

Supported OS

Windows98, Windows Me, Windows2000, Windows XP

Action:

Download the updated Epson Scan driver as needed to correct any of the issues indicated above. Go to www.epson.com and click on "Drivers and Downloads." Select the model you are looking to update and click on Epson Scan version 1.25A (epson10966.exe).

EPSON PRODUCT SUPPORT BULLETIN

Date:	2/2/2004	**Originator:**	RY
PSB #:	PSB.2004.02.004	**Authorization:**	_Kps_/DS
Reference:	TE03-389 Rev. A	**Total Pages:**	2
Product(s):	Expression 1600/1680/1640XL Series Scanners; Perfection 610/640/1200/1240/1250/1260/1640/1650/1660/1670/2400/2450/3170/3200 Series Scanners; Stylus CX5200/CX3200/CX5400 All-in-One Products		
Subject:	EPSON Scan TWAIN Ver. 1.28 for Mac OS 10.2 to 10.3		

This bulletin was created to inform you of an updated Epson Scan Twain Driver (1.28A) for the following models: Perfection 610/640/1200/1240/1250/1260/1640/ 1650/1660/1670/2400/2450/3170/3200 series scanners, Stylus CX3200/CX5200/CX5400 multi-function devices, Expression 1600/1680/1640XL series scanners.

Reason:
The new Epson Scan driver improves functionality when scanning in Mac OS 10.3. See the next section for the list of changes included in the new driver.

Driver Improvements:
- Enables Epson Scan to start when the Scan button is pushed.
- Enables Epson Scan to start even if the volume name (Hard Disk) on the desktop is only 2 bytes (2 characters) in length.
- Eliminates the error "Epson scan cannot be started", which occurs when the USB cable is disconnected while Epson scan is loading.
- Corrects lock-up issues when using the Zoom tool in Epson Scan.
- Corrects functionality issues and mouse cursor lock-ups when using the Histogram Adjustment, Tone Correction and Image Adjustment tools or when clicking on each tool's Title bar.
- Prevents Epson Scan from unexpectedly quitting when scanning two or more times from PhotoShop with a Perfection 1250 scanner.
- Prevents Epson Scan from locking up when scanning from a Perfection 3200 scanner with a Firewire connection.
- Prevents Epson Scan from unexpectedly quitting when removing the Firewire cable from a Perfection 3200 scanner while Epson Scan is open.
- Prevents the Epson Scan Utility from freezing when using the Perfection 1250 or 1260 scanner.
- Enables Epson Scan to launch properly when scanning from an Expression 1680/ or 1640XL with a Firewire connection.

Limitations of new driver:

- This driver does not support "Fast User Switching" in OS 10.3. This feature must be turned off before using Epson Scan.
- You may receive an error "Epson Scan cannot be started" when trying to scan from a Perfection 2450 that is connected to a USB 2.0 supported port. To avoid this error, use a Firewire connection or a USB 1.1 only supported port.
- Not all the scanner models on this list support Color Restoration and Dust Removal so these settings may be unavailable in Epson Scan.
- If experiencing unstable operation when scanning from a Perfection 1250 or 1260 scanner, restart your system.
- If the computer goes into "sleep mode" and this setting was enabled in the Apple Menu and you try to switch to a different mode after doing a preview scan in Photoshop, the Epson Scan driver will freeze. This does not happen if the computer goes into "sleep mode" after screen saver has started. To avoid lock-ups, change the scanning mode before the computer goes into "sleep mode" or re-launch Epson Scan after the computer wakes up and then change modes.
- After scanning with the Perfection 1250, if you then close Epson Scan and disconnect the USB cable, a scanner model selection dialog box may appear on the screen. Click "No" and the box closes. You can scan normally afterwards.

Action:

The new driver is available on the Epson web site. Go to www.epson.com and click on Drivers & Downloads. Select your scanner model. On the Downloads page look for TWAIN Driver and Epson Scan Utility v.1.28A in the Macintosh section.

To Install Epson Scan 1.28A:

1. Launch the EPSON Scan Installer and follow the on screen instructions.
2. After the TWAIN has been installed, connect the USB or Firewire interface cable from the scanner to the computer.

To Uninstall Epson Scan 1.28A:

1. Disconnect the USB interface cable from the scanner.
2. Launch the EPSON Scan Installer.
3. Open the drop-down menu where you see "Easy Install" and select "Uninstall".
4. Click the Uninstall button.

EPSON PRODUCT SUPPORT BULLETIN

Date:	2/2/2004	**Originator:**	RY
PSB #:	PSB.2004.02.003	**Authorization:**	/DS
Reference:	TE03-538 Rev. A	**Total Pages:**	1
Product(s):	Perfection 1670/2400/3170/3200 Series Scanners; Stylus CX6400/Stylus Photo RX500 All-in-One Products		
Subject:	Patch for Epson Smart Panel Ver. 3.0xA and 3.10A for Mac OS 10.3		

This bulletin was created to inform you of a patch for Smart Panel 3.0A/3.00A/3.01A and 3.10A for Mac OS 10.3 and 10.3.1.

Reason:

The patch fixes certain functionality issues when using Smart Panel on Mac OS **10.3 and 10.3.1**. See the next section for a list of issues that are fixed when you install the patch.

Patch Improvements:

- o Restores functionality to the Target Applet and Active Device selection windows on Smart Panel's main user interface.
- o Restores functionality to the View Images Assistant window when scanning from Smart Panel.
- o Allows you to change the file format when using the Save File Assistant in Scan and Save.

Note: The patch supports Mac OS 10.3 and 10.3.1 only. The patch does not fix any issues that may occur when using Copy Center.

Action:

The patch files are available on the Epson web site. Go to www.epson.com and click on Drivers & Downloads. Select your scanner or multi-function device. On the Downloads page you will see one of the following files listed for your model:

Epson Smart Panel Patch v3.01P03A for Smart Panel v3.0xA
1. Download the epson10972.sea.hqx file. Double-click to extract the installation files.
2. Open the epson10972 folder.
3. Double-click the Epson Smart Panel patch file icon. Follow the prompts to complete the installation.

Epson Smart Panel Patch v3.10P01A for Smart Panel v3.10A
(Stylus CX6400/Stylus Photo RX500 models only)
1. Download the epson10973.sea.hqx file. Double-click to extract the installation files.
2. Open the epson10973 folder.
3. Double-click the Epson Smart Panel patch file icon. Follow the prompts to complete the installation.

EPSON Product Support Bulletin

Date:	2/2/2004	Originator:	VS
PSB #:	PSB.2004.02.001	Authorization:	_Kps_
Reference:	TE03-390 Rev. A	Total Pages:	1
Product(s):	Perfection 1670 Photo/2400 Photo/3170 Photo and 3200 Photo		
Subject:	EPSON Scan release v.1.28A for Macintosh		

This bulletin was created to inform you of a new Epson Scan Twain driver (v.1.28A) for Mac OS 8.6 to 9.2.2. See the Modifications section below for the list of changes included in this version.

Description of Change:
New driver release: v.1.28A

Reason:
To improve scanner driver functionality
See next section for specific changes.

Modifications:
- Prevents EPSON Scan from locking up when two are more marquees have been specified in the Preview window and the size of the marquee in the Zoom magnification window has been resized.
- In "Home Mode", with the resolution set to 600 DPI and the Target size at 240 x 320 (Screen), if the resolution is then changed to 300 (default: Printer), the pixel size of the final scanned image becomes 120 x 160.
- Fixes compatibility issues when scanning from a third party program written in Delphi.
- Updated to the latest ICC profile: EW-sRGB
- Updated with the latest DTR [Document Type Recognition] engine, v.3.66
- Fixes "black image" output issue when scanning in Full Auto Mode with "Newspaper" selected.
- Prevents EPSON Scan from unexpectedly quitting when scanning at high resolution.
- Fixes cropping issues that may occur when using the Auto Marquee tool on the Perfection 3170.

Action:
To download this driver, visit the Epson web site at www.Epson.com. Click Drivers and Downloads. Select your model. Search for Twain Driver and Epson Scan Utility v.1.28A. The filename is epson10967.sea.hqx. Follow the onscreen prompts to install the driver.

EPSON PRODUCT SUPPORT BULLETIN

Date:	9/18/2003	**Originator:**	TC
PSB #:	PSB.2003.09.001	**Authorization:**	*Kps*
Reference:	N/A	**Total Pages:**	2
Product(s):	Perfection 3200 Series		
Subject:	Updated Epson Scan v. 1.21A for Macintosh OS 10.2.x		

This bulletin was created to inform you that Epson has released a new TWAIN compliant driver for the Perfection 3200 series scanner for Macintosh OS 10.2.x. This new driver (Epson Scan v. 1.21A) has two new features: Easy Photo Fix^{TM} Technology featuring one-touch color restoration and a dust removal feature for film scans. Please note that this driver is for native Mac OS 10.2.x TWAIN compliant applications only. This driver does not support Epson Smart Panel v.2.6A in Classic Mode. We have found two issues with bundled software that are addressed below.

Description of Issues:

Issue #1:
When scanning with Epson Scan Driver v.1.21A in ArcSoft PhotoBase v. 2.5 in OS 10.2.x, the Epson Scan user interface screen does not refresh itself properly after a scan. Instead, the user interface window displays as a blank except for a 1" x 1" square in the upper left-hand corner. See image below. This issue occurs in "Home" and "Professional" modes.

Comments: This problem does **not** occur in the other two ArcSoft Suite applications (Panorama Maker 3.0 and PhotoStudio 4). The issue does **not** affect Adobe Photoshop Elements 2.0, or any

other TWAIN compliant applications. In Epson Scan's Professional Mode, if you grab the "resizer handle" (located in the lower right-hand corner) and resize the user interface window, the window will refresh itself properly.

Issue #2:
The LaserSoft SilverFast TWAIN Driver is not compatible with the new Epson Scan v. 1.21A driver.

Solutions

For Issue #1:
A patch is now available. Go to ArcSoft's PhotoBase Support page at: http://www.arcsoft.com/en/support/downloads/patches.asp?title=8 to download and install the patch file. If this link is not working, visit ArcSoft's website at: http://www.arcsoft.com/en/index.asp and navigate to the PhotoBase support Page to find the patch file. If you have questions about your ArcSoft product contact ArcSoft's Technical Support at (510) 440-9901 or fax them at (510) 440-1270.

Note: The patch file is available in English and French.

For Issue #2:
An updated SilverFast driver is now available. To download the driver, visit LaserSoft's SilverFast Update website at: http://www.silverfast.com/update/v6/en.html. If you need assistance, contact LaserSoft technical support at (941)383-7496 or fax them at (941)387-7574.

Notes: The Perfection 3200 Photo comes with SilverFast version SE 6, and the Perfection 3200 Pro comes with version Ai 6.

- **Important** – To download the update file you must first register on-line and get a user name and password. Make sure to enter the username and password EXACTLY as provided. The username and password are case sensitive and must not contain any spaces.

- You must remove the bundled version of SilverFast 6 (Ai/SE) driver before you can install the updated version.

- When prompted, enter the serial number on the CD sleeve to install the new update, unless otherwise directed by LaserSoft SilverFast Technical support.

- When navigating the LaserSoft SilverFast Update menus, select "EPSON" as the Manufacturer. Select "**Perfection 3200 Photo"** for both the Photo and "Pro" models. Select the Installation type as "PhotoShop Plug-in".

- The Ai 6 and SE 6 plug-in drivers with revision **0r3** (i.e. v. 6.1.0r3) already include the update. After installing the SilverFast driver you will be able to scan with either the new Epson Scan driver v. 1.21A or the SilverFast Plug-in.

- When you open the SilverFast plug-in driver user interface, the Perfection 3200 series scanner may be listed as an "EPSON GT-9800". This is normal.

EPSON PRODUCT SUPPORT BULLETIN

Date:	04/01/2003	**Originator:**	TC
PSB #:	PSB.2003.04.003	**Authorization:**	*Kps*
Reference:	N/A	**Total Pages:**	2
Product(s):	All EPSON Scanners		
Subject:	Windows™ and Macintosh® Operating System requirements for USB 1.1/2.0 and IEEE-1394/FireWire® Interface connectivity		

This bulletin was created to inform customers of EPSON America's support policy regarding Windows™ and Macintosh® operating system requirements for USB 1.1/2.0 and IEEE-1394/FireWire® interface connectivity.

Reason:

Currently, there are many add-in USB 2.0 and IEEE-1394 connection host adapter products on the market that include drivers for Windows and Macintosh OS that did not originally support specific interfaces. Epson has released several scanner products with built-in USB 2.0 and/or IEEE-1394 (FireWire) ports. This document provides a guideline on EPSON America's support policy on the various operating systems and the interface connections they support. EPSON technical support representatives will only be able to support customers who have Epson products that are configured in accordance with the operating system requirements outlined here and in the product's documentation. Epson customers experiencing problems on an Epson product connected to an add-in USB 2.0 or IEEE-1394 interface that does not meet the minimum system requirements will be asked to contact the interface product vendor or computer manufacturer for technical support.

This document is not model specific. It does not include other important system requirements required to determine product compatibility on a user's computer. To determine product support compatibility, please refer to the specific scanner's minimum system requirements found on the outside of the product box, or visit Epson's web site at www.epson.com.

The guidelines below were compiled from Microsoft's and Apple's Support websites and their published system requirements for supported interface connectivity. For more information on Windows and Macintosh Interface support please refer to Microsoft's online Knowledge base at www.microsoft.com or Apple's web site at www.apple.com. For information on add-in 3rd party interface products please refer to the vendor's documentation or product support web site.

Windows

USB 1.1: Full version Microsoft Windows 98/98 Second Edition, Windows Me, Windows 2000 or Windows XP or Upgrade from a full version of Windows 98/98SE, Me, 2000

IEEE-1394 (FireWire): Full versions of Windows Me/2000/XP, or upgrade from a full version of Windows 98/98SE. Host computer must have an OHCI compliant IEEE-1394-1995 card or port installed.

USB 2.0 Hi-Speed: Full versions of Windows XP or upgrade from a full version of Windows 98/98SE, Me, 2000. Host computer must have an EHCI compliant USB 2.0 Hi-Speed card or port installed.

Windows 2000 did not support the USB 2.0 hardware specification at the time it was first released. Refer to Microsoft Knowledge Base Article - 319973 Universal Serial Bus 2.0 Support in Windows 2000 for more information.

Important Notes:
1.) Operating system must not be an upgrade from Windows 95.
2.) **For Windows 2000 or XP you must be logged in as an administrator or as a user with administrator rights before you can install and use EPSON software.**
3.) USB hubs must be self-powered and connected in a first-tier configuration for reliability

Macintosh OS

USB 1.1: Apple Macintosh computer (G3, G4, or iMac) with built-in USB port, running Mac® OS 8.5.1 to 9.2.2 with all USB extensions enabled. For OS X, you must have 10.1.3 or later.

FireWire (IEEE 1394): Power PC-equipped Macintosh or newer with Mac OS 8.6 to 9.2.2 with Apple's FireWire 2.1 (or later) software installed. For OS X, you must have 10.1.3 or later.

USB 2.0 Hi-Speed: Not supported

Important Notes:
1.) You cannot use a serial interface to connect the scanner.
2.) Interface adapter cables (i.e. SCSI to USB, or USB to Serial, etc) are not supported.
3.) USB hubs must be self-powered and connected in a first-tier configuration for reliability.
4.) FireWire port must be compliant with this specification: IEEE 1394-2000 compatible.

EPSON PRODUCT SUPPORT BULLETIN

Date:	04/1/2003	**Originator:**	TC
PSB #:	PSB.2003.04.001	**Authorization:**	*Kps*
Reference:	N/A	**Total Pages:**	2
Product(s):	Perfection 640U/1240U/1250/1640SU/1650/2450/1260/1660/2400/3200 Series Scanners and the Stylus CX 3200/5200 all-in-one series		
Subject:	Smart Panel Copy Utility may produce copies with a light gray/blue/pink background when printing to non-EPSON printers.		

Description of issue:

If you are using Copy from EPSON Smart Panel 2.5/2.6 or you installed the Copy utility 2.00A patch for Smart Panel 2.0A/1.0.xA, you may find that the program produces copies with a light gray/blue/pink background.

Reason:

This is because when printing to non-EPSON printers with the Copy utility, the Automatic Document Enhancement feature is turned off by default.

Solution:

To remove the background, you must enable Automatic Document Enhancement. To turn on this feature, launch the Copy applet by double-clicking on its icon. Select Epson TWAIN 5 at the following window and click "OK".
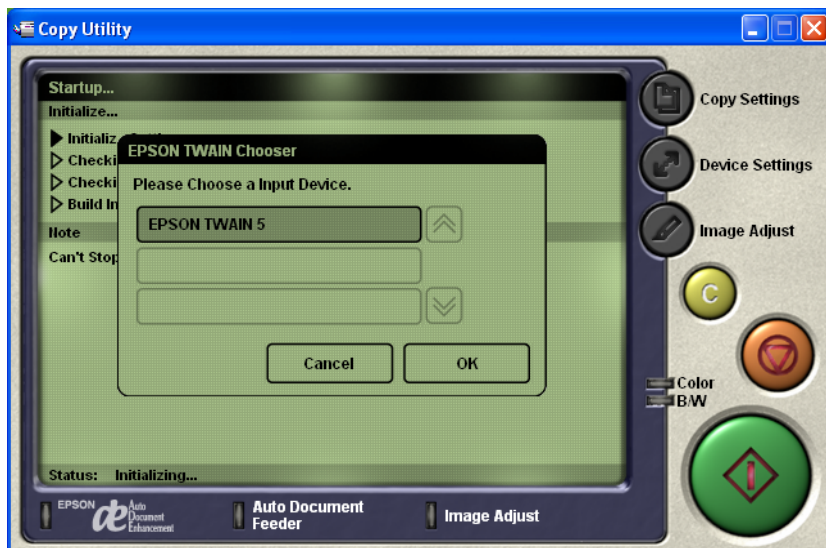
Click on the "Image Adjust" button. You will notice the Auto Document Enhancement OFF button is selected (highlighted in dark gray).
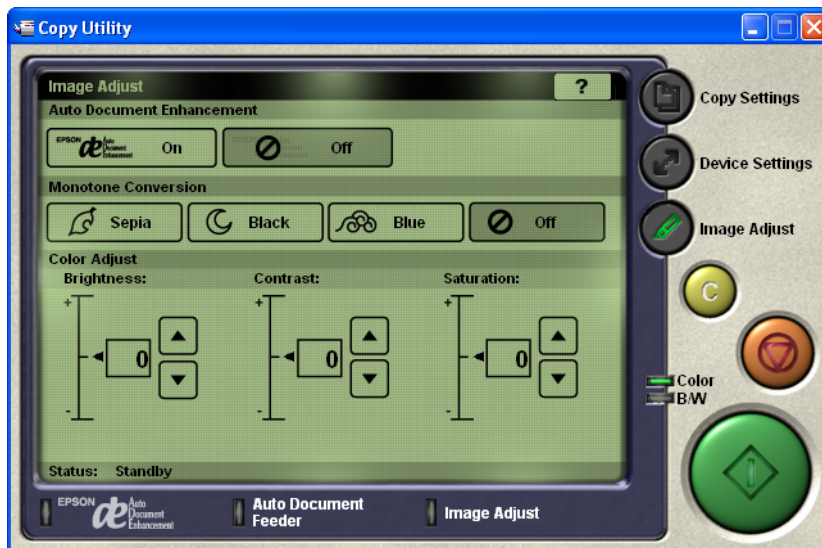
Click the ON button. You will now notice that this button is selected (highlighted in dark gray).
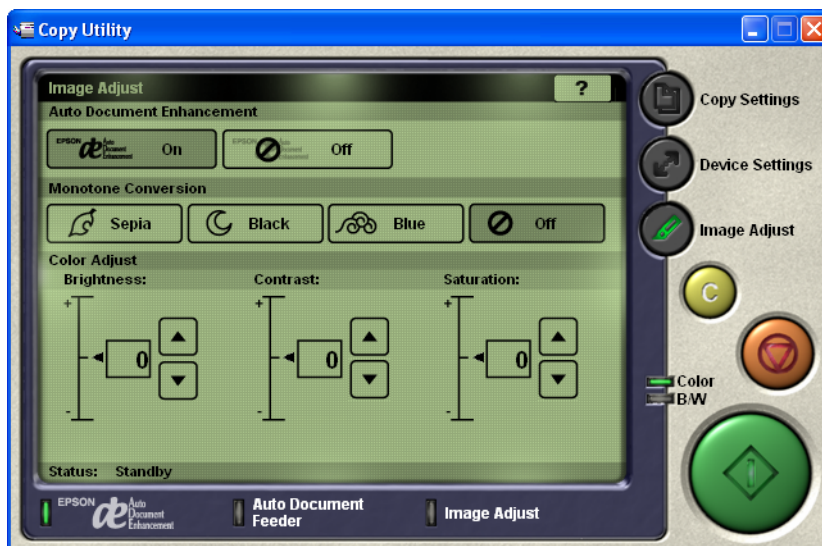

Now click on the large green Copy button, your image will be scanned and printed. The copy of your document should look very close to the original with no background colors added.

Note: The Copy utility was designed to scan and print a copy of a Letter size (8.5" X 11") document. If your document is not a full letter-size piece of paper, then the portion of the scanner's document mat that is showing will be included as part of your copy. Some bright white papers can cause a noticeable contrast between the document and the document mat. As a result the Copy utility may recognize the exposed document mat as a having a light blue color. In this case you may still see a light blue background on your printout where the document mat was showing.
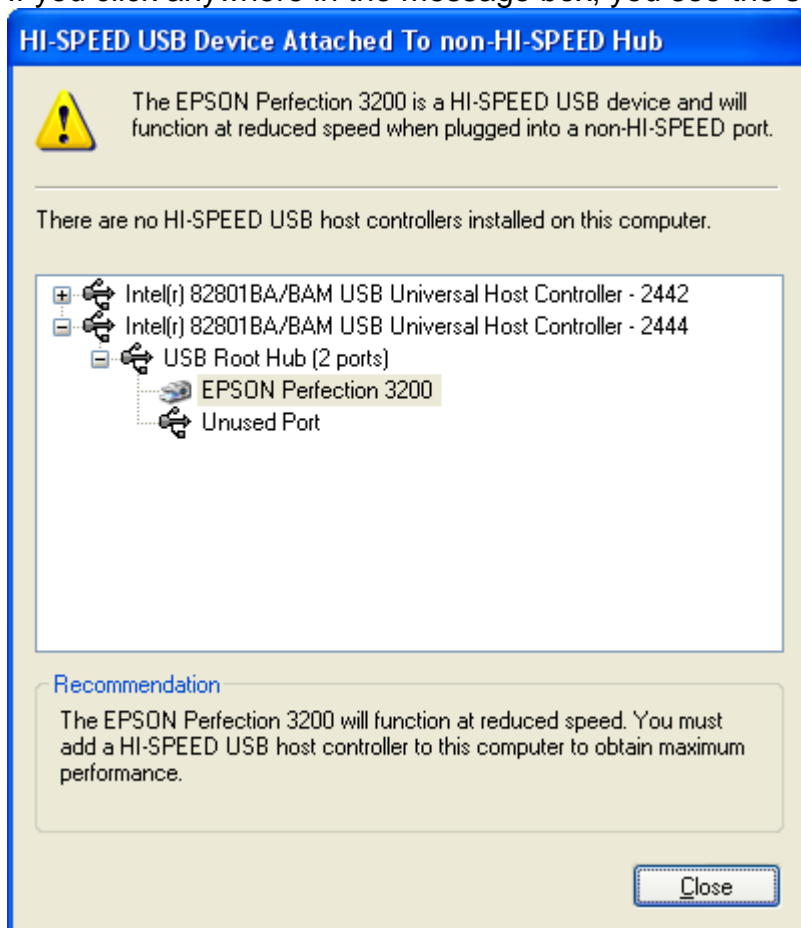
EPSON PRODUCT SUPPORT BULLETIN

Date:	1/17/2004	**Originator:**	TC
PSB #:	PSB.2003.02.002R1	**Authorization:**	*Kps*
Reference:	N/A	**Total Pages:**	1
Product(s):	Perfection 1660/2400/2450/3200/1670/3170/4870 Series Scanners		
Subject:	Windows XP warning message for HI-SPEED USB (USB 2.0) Devices		

This bulletin was created to inform you of a Windows XP warning message that comes up when an EPSON HI-SPEED USB (USB 2.0) scanner is connected to a non-HI-SPEED USB (USB 1.1) Port. The message is only an indication that Windows XP recognizes a USB 2.0 scanner connected to a USB 1.1 port. This warning message appears the first time the scanner is connected to the computer, and every time the scanner is powered on. It is NOT an error message. The message cannot be disabled, but you can close it by clicking on the "X" as shown in the red box below.
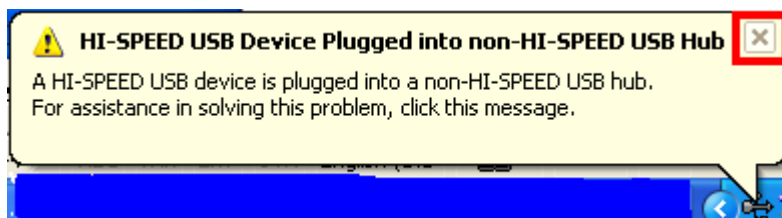
If you click anywhere in the message box, you see the screen below:

Click on the "Close" button to close the window.

EPSON PRODUCT SUPPORT BULLETIN

Date:	02/10/2003	**Originator:**	TC
PSB #:	PSB.2003.02.001	**Authorization:**	*Kps*
Reference:	N/A	**Total Pages:**	3
Product(s):	Perfection 1260/1660/2400/3200 Series, Stylus CX3200/5200		
Subject:	Scan to Email Supported Applications for EPSON Smart Panel v. 2.5A/2.6A		

Description of issue:

This bulletin was created to inform users of a typographical error in the table of supported e-mail applications in the Scan to E-mail utility for Epson's Smart Panel 2.5A and 2.6A. Smart Panel 2.5A supports the Perfection 1260/1660/2400/3200 series scanners. Smart Panel 2.6A supports the Stylus CX3200/5200. The table can be found by clicking the Help file (?) icon on Smart Panel's main user interface screen.

According to the Table of supported e-mail applications in the Scan to E-mail Help file – AOL appears to be a supported application. However, this program is NOT supported. Customers will find that they can't get AOL to register as a valid Scan to E-mail application.

Reason:

The listing for supported AOL versions under Windows and Mac OS 8.x, 9.x is incorrect. It currently reads "v" which indicates for AOL. It should be an "x", as it does NOT support AOL (see screen shot illustration on next page). The Scan to Email utility only supports MAPI compliant e-mail applications, AOL is a web based e-mail and is therefore not supported.

Note: In the following table, "v" = Version, and "x" = Not supported

Scan to E-mail Help - Microsoft Internet Explorer

File   Edit   View   Favorites   Tools   Help

EPSON Smart Panel

Introducing Scan to E-mail

Getting Started with Scan to E-mail

Personalizing your Settings

- Changing Application Properties
- Re-ordering the applications
- Registering a new application
- Unregistering an Application
- Refreshing the Application List
- Supporting file formats

Sample: Sending images by E-mail

Scan to E-mail supports various file formats so you can convert images into different image file formats. For detailed information about supported file formats, please consult the "Supported File Formats" section.

Scan to E-mail supports the following e-mail programs:

	Windows	Mac OS 8.x, 9.x	Mac OS X
Outlook Express	v (4-6)	v (4-5.x)	x
Outlook	v (98, 2000, 2002)	x	x
CC Mail	v (6-8)	x	x
Eudora	v (4-5)	v (5.1) (3.1, Eudora Mail Lite)	v (5.1)
Netscape Messenger	v (4.7)	x	x
AOL	v	v	x
Quick Mail	x	v (2-3.6)	x
Mail	x	x	v (1.x)
PowerMail	x	x	v (3.x)
Entourage	x	v (2001)	v (X)

My Computer

Below, is some additional information on AOL support, taken from NewSoft's Inc. Support web site, URL = http://www.newsoftinc.com/

Q: Can Scan to E-mail support AOL/MSN mail?

A: Smart Panel does not support web-based mail. You need to use a MAPI compliant e-mail programs to send a new e-mail in Scan to E-mail. (Please refer to the supported e-mail programs <ESP25-Win-0027.htm>)

Q: Which E-mail program is supported with Scan to E-mail?

A: For Windows:

Outlook Express 4.5 / 5.0/6

MS Outlook 98 / 2000 / 2002

CC Mail 6.0 - 8.0

PostPet 2.0

Netscape Messenger 4.7

Note: Smart Panel supports MAPI compliant e-mail programs.

For Macintosh:

Outlook Express 4.5 / 5.0

Eudora Mail Lite 3.1

Eudora Mail 5.1

PowerMail 3.x

Ouick Mail 2 - 3.6

PostPet 2.0